

Frequently Asked Questions

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Introduction

We are excited to introduce Magellan Healthcare's new member website that will enhance your staff's wellbeing experience. The new website, Member.MagellanHealthcare.com, offers innovative features to better support your organization's wellbeing initiatives.

Developed using human-centered design, this platform delivers improved usability, intuitive navigation and personalized recommendations. We have carefully crafted the user experience to address a wide range of employee needs. We look forward to working with you to boost engagement on this new platform and helping your staff build thriving lives by developing their resilience and wellbeing.

FAQs

MEMBER WEBSITE DESCRIPTION

Q: What are the key features of the new member website?

A:

- **My Benefits**—Experience seamless access to your complete program benefits in one centralized location. You can easily explore support for counseling, financial, legal, work-life, digital emotional wellbeing and much more.
- **Care Options**—Connect effortlessly with care professional through our streamlined system. Quickly access self-help tools, crisis support, condition-specific resources and comprehensive guides to help you manage your care with confidence.
- **Educational Resources**—Dive into our extensive library of clinically validated articles, videos, self-assessments and webinars on a wide range of topics from anxiety to zones of productivity.
- **Trending Content**—Stay current with our monthly newsletter, register for a live webinar and popular wellbeing topics. This feature keeps you informed about the latest wellbeing topics and engagement opportunities.
- **Member Guide**—Not sure where to begin? Our comprehensive guide helps you understand your benefits, know your care options, learn about educational resources and answers frequently asked questions.

- **Live Chat**—Connect instantly with a real person who can help you find what you are looking for.

Q: How can staff access benefits and services?

A: Simply visit Member.MagellanHealthcare.com. When they click on any area of the homepage, they will be prompted to select their organization name and click the Continue button to get started. From there, they can access all their program benefits in one centralized location. Please encourage your staff to explore the new member website and get acquainted with everything that's offered.

HOW TO PREPARE FOR THE MOVE

Q: What does our organization need to do to prepare for the launch?

A: To prepare for the launch we recommend:

- Review the launch communications email and promotional toolkit.
- Develop a communication plan
- Identify all internal resources where program URL needs to be updated to Member.MagellanHealthcare.com, i.e., intranet and benefits portals, benefits booklets, etc.
- Notify your vendor partners about new website launch
- Work with your Magellan account manager to obtain updated member materials with the new web address.

Q: What will Magellan provide to help us communicate this change?

A: Magellan will send an email outlining the promotional toolkit which includes:

- Coming soon materials:
 - One-month-out announcement staff email
 - One-week-out reminder staff email
 - Pre-launch digital sign and poster
- Launch materials:
 - Go-live announcement staff email
 - Go-live digital sign and flyer
 - Employee FAQs and job aids for registering and logging in
 - Post-go-live reminder staff email

Q: How do we get updated member materials with the new website?

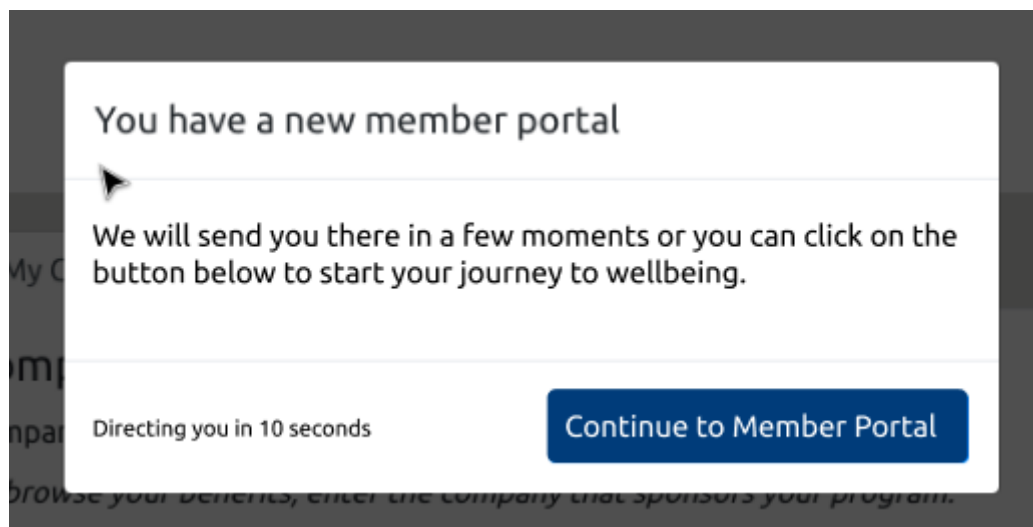
A: Member materials updated with Member.MagellanHealthcare.com will be available two weeks before the launch. These include:

- Member brochure and flyer
- Program flyers and digital signage for benefits such as Wellbeing Coaching, Counseling, Digital Emotional Wellbeing Program, etc.

TECHNICAL INFORMATION

Q: What happens when a staff member visits the old website MagellanAscend.com?

A: Staff that visit the previous website after the launch will be automatically redirected to the new platform. When they sign on or use "Find my Company," they will see the redirect message below. The old website will not be turned off; however, your staff will not be able to access it. The redirect message will remain until further notice.



Q: Do all staff need to register for a new account on the new website?

A: Staff members with an existing account do not need to register for a new account, they can use the same email and password to log in to Member.MagellanHealthcare.com. They just need to click on the white "Sign In" button and proceed.

Staff members that did not have an account on the old member website, can create a new account by clicking on the blue "Sign Up" button. They do not need an account to access benefits on the new member website.

Q: Can staff use personal email addresses to register for an account on the member website?

A: Yes.

Q: Do staff need to log in to access all services?

A: No. Staff can access program information without needing to log in or create an account.

Q: What browser should our staff use to access the new member website?

A: The new member website is compatible with modern browsers that meet web compatibility standards. We suggest you use Google Chrome, Mozilla Firefox or Apple Safari.

Q: Is there an app for the new member website?

A: No; the member website is built with responsive technology to accurately render across different devices and operating systems. That said, program services include the following apps:

- For Digital Emotional Wellbeing: NeuroFlow
- For Virtual Therapy: BetterHelp
- For Discounts: LifeMart

Q: Where do members go if they need help?

A: There are several ways to get assistance by visiting Member.MagellanHealthcare.com:

- Click on the "How can we help?" button on the right side of every web page to message a member services representative.

Click on the "Contact Us" link at the bottom of every web page for additional ways to get help.